

Notes on Leak Adjustment Requests: Regular Meeting 5/04/2020

- 1) E&G Properties located at 9 N Crane (Dr. Wells' former office), has been vacant since February 2019. Gordon Wells noticed on the April 10<sup>th</sup> payment deducted from his account was \$776.74. As a vacant property, he had been paying \$17.80 minimum per month. He learned that someone had been in the building, and the water was left running in one of the examination rooms. He says he does a walk-thru monthly, and never noticed or heard anything. He determined it may have been a realtor or someone else who was given access to the building who left it running. Based on the history of prompt payment for multiple properties, for many years, he is requesting a one time adjustment. The adjustment request is for \$1,075.86.
- 2) In September 2019, the meter located at 98 Mallorie Drive apparently malfunctioned, and quit recording water usage. It went undetected until March 2020. At that time, 15,000 gallons were used and billed for a one month billing of \$142.90. Prior to that period, he was billed the minimum of \$17.80. His average usage prior to that time, was about 2,000 gallons. The water company granted him an adjustment because it was their faulty equipment that caused the hardship. He is requesting the same from us. He did have regular bills and made regular payments. He is requesting a leak adjustment for the prior months, which would be for \$108.96.